

ABSTRACT

A method enables call management on a queue. An incoming call is placed on a queue and may be suspended at a predetermined position for a predetermined period such that the call does not advance on the queue during the predetermined period. The predetermined position may be any desired position on the queue and the predetermined period may be a wait time or a number of calls on the queue, for example. The caller may further receive an estimated wait time or queue length and may request a maximum desired wait time, a change in wait time, or a change in communication method.